

September 4, 2015

Headquarters Human Resources Management Division

TO: Officials-in-Charge of Headquarters Offices

FROM: Deputy Director, Headquarters Human Resources Management Division

SUBJECT: 2015 Call for Headquarters Honor Award Nominations

The Headquarters Human Resources Management Division (HRMD) is pleased to announce the 2015 Headquarters Honor Awards call for nominations. The Headquarters Honor Awards program was created to recognize Headquarters Civil Service, Contractor Employees, and Teams who have made exemplary contributions to the Headquarters mission or to the welfare of Headquarters employees. **Nominations are due no later than September 28, 2015.**

HRMD has made several changes to the Headquarters Honor Awards. The awards were revised and updated to ensure the criteria are clear and reflect the contributions to Headquarters. Additionally, we are introducing two new awards: Customer Service and Mentoring. The Customer Service Award recognizes the impact of customer service within Headquarters. The Mentoring Award has been added to acknowledge and recognize the significant contributions of mentors in the Headquarters Community.

AWARDS FOR CIVIL SERVANTS

Distinguished Achievement Award:

This award recognizes employees who have demonstrated a history of service and/or achievement to support the mission of Headquarters. The achievement must demonstrate a level of excellence that has made an impact on the mission of Headquarters and must list three very specific accomplishments that succinctly address the issue, results, and impact on the mission of Headquarters. The achievements must be within the last three years.

Exceptional Performance Award:

This award recognizes employees who have demonstrated a work-related achievement yielding a high-quality result and a substantial improvement that support the Headquarters mission in the execution of their duties. The achievement must demonstrate a level of excellence that has made an impact on the mission of Headquarters and must list two significant accomplishments that succinctly address the issue, results and impact on the mission of Headquarters, which yielded high value to Headquarters.

Administrative Award:

This award recognizes employees who have provided exceptional support to their organization by demonstrating at least two of the following skills and behaviors:

1) Flexibility, creatively and independently solves problems and challenges, such as recognizing an opportunity, initiating improvements, and/or implementing solutions; 2) Excellent teamwork, organizational skills, and collaboration in support of the organization's mission; 3) Reliability, coupled with delivering high-quality products on a timely basis; 4) "Can do," customer-focused attitude coupled with tact and diplomacy; and/or, 5) Recognized "subject matter expert" who follows through on commitments and readily and effectively shares their great depth and breadth of knowledge. GS-11 and below are eligible.

Equal Opportunity, Diversity and Inclusion Achievement Award:

This award recognizes an individual and/or team who have made a significant contribution to support Headquarters' commitment to foster an environment that provides equal opportunity for all and creates or promotes a diverse and inclusive work environment. Must meet one of the following examples of creating/promoting an environment which values equal opportunity, diversity, or inclusion may include:

1) Creating or promoting a work environment that is accessible and welcoming to employees with disabilities, 2) Engaging in recruitment efforts with nontraditional sources to expand the demographic diversity of the applicant pool, 3) Building relationships among diverse populations through targeted community outreach efforts, 4) Participating in mentoring or coaching for members of underrepresented groups, 5) Initiating outreach events for underrepresented groups in the community, 6) Creating an inclusive work environment where employees are engaged, valued, and respected and their talents are fully utilized, 7) Volunteering as a speaker and/or attending national or local diversity-related events or participating in or leading diversity and inclusion dialogues and/or educational opportunities; and encouraging employees to participate in diversity and inclusion dialogues, surveys, and training and educational opportunities; or 8) Hosting or co-hosting events and programs that relate to diversity activities in their respective organization, division or branch. Equal Opportunity staff members are ineligible for nomination.

Community Service Award:

This award recognizes outstanding volunteer community efforts. The nomination must address the following: Contribution of leadership as well as time and talent that are devoted without compensation to enhance the NASA image and mission. (e.g., involved in a NASA formal mentoring program, mentoring at schools, or support NASA outreach activities, such as NASA day on the mall and similar activities and NASA's Beginning Engineering Science and Technology (BEST)).

Mentoring Award:

This award recognizes employees who have demonstrated one the following:

1) Excellence in mentoring through active and effective coaching, which contributes to the personal and professional development of one or more Headquarters employees, in support of Headquarters' programs or modeling the Headquarters' values; sponsoring and providing the employee with a new experience; 2) Effectiveness in transferring personal knowledge of meaningful advice, insight and experience; and/or 3) Insight into unique mentoring needs.

Leadership Award:

This award recognizes employees whose vision and initiative motivate others to create a new and powerful organizational future that is aligned with the goals, strategies, and values of the Headquarters mission. Must address two of the following criteria:

1) Demonstrates and encourages open and effective communication; 2) Creates and sustains an environment of trust, e.g., holding themselves and others accountable for keeping commitments; 3) Possesses a vision for themselves and the organization that positively captures and enrolls the passion and expertise of others; (i.e.) Exhibits moral courage, e.g., makes decisions that are unpopular or involve some personal risk, despite resistance, to ensure mission success; admits mistakes; discusses ethical consequences of decisions; coordinates effective action in resolving organizational challenges; 4) Influences and coaches others to create high-performing partnerships, alliances, and teams; and/or, 5) Creates an inspired work environment that fosters innovation, appreciation, and creativity.

AWARDS FOR CIVIL SERVANTS AND CONTRACTORS**Customer Service Award:**

This award recognizes individuals who promoted or provided sustained, superior products or services to internal and external customers. Accomplishments include delivering superior services or products to internal and/or external customers. The following criteria must be addressed: 1) Demonstrates understanding of the customer's goals and objectives by forming a partnership with the customer resulting in products and services that will best meet the customer's needs and exceed the customer's expectations; 2) Demonstrates excellence in performance and significance of contributions relative to the requirements of an individual's position or the team's charter; and/or, proactively identifies opportunities or makes suggestions to the customer by improving the timeliness, quality, and/or the cost of products and services delivered; and 3) Maintains customer relations that included effective communication and flexible, proactive approaches to problem solving.

Team Excellence Award:

This award recognizes outstanding team achievements that improved the efficiency, and effectiveness or resulted in significant contributions to the mission of HQ (e.g. innovative efforts performed by the team, which resulted in significant savings or other highly visible benefits). The achievement must demonstrate a level of excellence and clearly address the specific accomplishments as they relate to the issue, results, and impact on the mission of Headquarters.

ELIGIBILITY:

- Full-time or part-time civil service employees who have worked for Headquarters for at least one year are eligible. Additionally, they must be Headquarters employees when the nomination closes. **All grades are eligible, unless specified in the award criteria.**
- Headquarters contractors who have worked for Headquarters for at least one year are eligible. Additionally, they must be Headquarters contractors when the nomination closes.
- Individuals who received an Agency Group Achievement Award are eligible for Headquarters Honor Awards as an individual.

INELIGIBILITY:

- Detailees from other NASA Centers or from other Federal agencies.
- Recipients who received an Agency Honor Award for the same or similar contribution or activity.

NOMINATIONS GUIDELINES AND SUBMISSION:

The award justification must be clear; and cite specific facts, activities, and accomplishments in support of the nomination. The Organization's Award POC and nominator should ensure the following before submitting nominations within the NASA Automated Award System (NAAS):

- Achievements are made during the timeframe of August 2014 - August 2015.
- Nominations are well justified in accordance with the specific criteria as stated in the award description.

Nominations will be reviewed and evaluated by the Headquarters Honor Awards committee consisting of representatives from mission directorates and mission support offices. Recipients will be recognized at the Annual Headquarters Honor Awards Ceremony.

All nominations must be submitted in NAAS by the Awards POC no later than **September 28, 2015**. If you have any questions regarding this matter, please contact Linda Perozo at linda.perozo@nasa.gov or 358-1324 or Rhonda Taylor at rhonda.l.taylor@nasa.gov or 358-0444.

Susan Boggs

Officials-in-Charge of Headquarters Offices:

Administrator/Mr. Bolden
Deputy Administrator/Dr. Newman
Associate Administrator/Mr. Lightfoot
Chief of Staff/Mr. French
Associate Deputy Administrator/Ms. Roe (Acting)
Deputy Associate Administrator/Ms. Roe
White House Liaison/Mr. Herczeg
Senior Advisor to the Administrator for Policy and Strategy Implementation/Mr. Cremins
Chief Financial Officer/Mr. Radzanowski
Chief Information Officer/Mr. Sweet
Chief Engineer/Mr. Roe
Chief Health and Medical Officer/Dr. Williams
Chief Safety and Mission Assurance/Mr. Wilcutt
Chief Scientist/Dr. Stofan
Chief Technologist/Dr. Miller
General Counsel/Ms. Thompson-King
Associate Administrator for Communications/Mr. Weaver
Associate Administrator for Diversity and Equal Opportunity/Ms. Manuel
Associate Administrator for Education/Mr. James
Associate Administrator for International and Interagency Relations/Mr. O'Brien
Associate Administrator for Legislative and Intergovernmental Affairs/Mr. Statler
Associate Administrator for Small Business Programs/Mr. Delgado
Associate Administrator for Aeronautics Research Mission Directorate/Dr. Shin
Associate Administrator for Human Exploration and Operations Mission Directorate/
Mr. Gerstenmaier
Associate Administrator for Science Mission Directorate/Dr. Grunsfeld
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Assistant Administrator for Strategic Infrastructure/Mr. Williams
Executive Director, Headquarters Operations/Mr. Henn
Executive Director, NSSC/Mr. Glorioso
Director, NASA Management Office/Mr. Watkins

cc:

Executive Secretariat/Mr. Box

Office of the Administrator/Ms. Manuel

Office of the Administrator/Ms. McNair

Office of the Administrator/Ms. McCannon

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Office of the Deputy Administrator/Ms. Simms

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Administrative Contacts